

MEMORANDUM

3/4/2011

TO: David Dise, Director, Department of General Services
FROM: Chris Cihlar, CountyStat Manager
SUBJECT: DGS: Review of Office of Procurement

The following items were identified for follow-up during the 3/4/2011 CountyStat meeting:

1. Continue to monitor Office of Procurement performance via the annual Internal Customer Survey.
Responsible parties: CountyStat
Other parties involved: DGS
Deadline: 12/31/2011
2. Work with CountyStat to develop and deploy strategies to improve customer survey response rate.
Responsible parties: DGS
Other parties involved: CountyStat
Deadline: 4/30/2011

cc: Timothy Firestine, Chief Administrative Officer

Fariba Kassiri, Assistant Chief Administrative Officer